

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT**

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

For Commission Use Only:  
Case: 06-0503

**ORIGINAL**

Regarding a complaint by (Person making the complaint): Zhiqao Li  
Against (Utility name): Peoples Gas Light & Coke Company  
As to (Reason for complaint) Gas bill estimate over two years and "make up" <sup>APR</sup>  
Gas bill when Gas meter failure happen.  
in Chicago Illinois.

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My mailing address is 1153 W 31st PL Chicago IL 60608  
The service address that I am complaining about is 1153 W 31st PL Chicago IL 60608  
My home telephone is (773) 523-2987  
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (312) 503-3367  
(Full name of utility company) Peoples Gas Light & Coke Company (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

83-IL Adm. Part 280.80(a)  
83-IL Adm. Part 280.100(b)  
83-IL Adm. Part 280.100(D)

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?  Yes  No  
Has your complaint filed with that office been closed?  Yes  No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

on extra sheet.

Please clearly state what you want the Commission to do in this case:

That my gas bill get corrected based on my heating system improvement and average actual usage of previous years.

Date: Jul., 10, 2006  
(Month, day, year)

Complainant's Signature Zhigao Li

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

A notary public must witness the completion of this part of the form.

I, Zhigao Li, first being duly sworn, say that I have read the above petition and know what it says.  
The contents of this petition are true to the best of my knowledge.

(Signature) Zhigao Li

Subscribed and sworn/affirmed to before me on (month, day, year) July, 10, 2006

Karen Garcia  
Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

Extra sheet:

Briefly complaint

1. new system set up I supposed to save 30% energy. Actually, my gas bill didn't get lower even higher.
2. On Jan.10, 2006 I found my gas meter ( P2306102) was failure. It has five dial. The three of them lost the pointer. It is completely unreadable.
3. Checking all of my gas bill I find the prior billing (11-25-2003 to 12-28-2005) was estimated and the estimated bill have been completely paid Except two months Dec.2005 and Jan. 2006.
4. On Jan .10, 2006 I called Peoples Gas company to complaint the estimated bill and ask them to take care my gas meter. On Jan., 25 2006 a new meter (P2386315) was replaced.
5. On Jan. 27, 2006 I got a set of duplicate bill

The bill show as :

Meter Number	P2306102	(broken meter)
<u>Current Actual</u>	2380	01-25-06
Previous estimate	2694	12-28-05
Difference	136	(100 Cubic feet)

Activity since last bill

Previous balance	\$348.10 ( Dec. 2005)
Cancel Prior Billing ( 11-25-2003 to 12-28-2005)	-2962.05
Revised Prior Billing (11-25-2003 to 12-28-2006)	3023.03
Balance	<u>409.08</u>

There are two questions (complaint)

- a. The meter (P230612) was failure. How can read the actual number ?  
(The number 2380 was a fabricated number)
- b. Why Gas company make up Prior Billing ( 11-25-2003 to 12-28-2005) and charge me extra money

